

NetSet Communications

Customer Service Representative – Sales Account Manager

- Job Summary:** Answer incoming calls, walk-ins, email, and online requests for sales and additional services supplied by NetSet Communications. Answer incoming calls from a queue system in a timely and effective manner. Must maintain high closing rate. Ability to think of other ways to be pro-active in different ways on generating sales. Follow up with leads in a timely manner and member inquires of: billing, upgrade plans, usage questions and basic troubleshooting.
- Hours of Operation:** Full-time hours with opportunity for overtime, MUST commit to being able to work ALL shifts. (days, evening, weekends).
- Wage/Benefits:** Competitive - Basic benefits package available after probationary period. Plus Commission. Work Conditions: Must have the ability to work in an area with multiple people, with varying temperature conditions and have the ability to concentrate in a loud environment.

Skill Requirements

- Education:** 2 Years of post-secondary education related to sales, time management and customer service. Technology/customer service training would be considered an asset.
- Experience:** Between 1 to 2 year experiences of customer service, sales, call center, and time management. Must have strong computer skills and be familiar with Word, Excel, and Google Earth. Candidate must be able to multi task and adaptable to change.
- Member Care:** Provide exceptional customer care and courtesy in all situations; be honest and reliable at all times.
- Communication:** Should have strong oral and written communication skills. Maintain customer confidence by presenting accurate information of all services offered by NetSet Communications.

Must be able to clearly explain policies and procedures to members. Effectively communicate within a team and with immediate supervisors regarding day to day projects and required follow up/assistance.

Troubleshooting:

Ability to interpret and solve problems presented verbally by customers and management. Must be resourceful, responsible and provide end results that are in the best interest of the organization and end user.

Mental Demands:

Must be able to mentally handle all customer service situations and properly deal with all escalated situations. The applicant must be able to control all situations customer based. Must have the ability to interpret and solve problems presented verbally by customers and field technicians.

Driver's License:

Must have reliable transportation to and from work.

If you feel that this position is for you, please forward your cover letter and resume to the address below, clearly stating how you meet these requirements. This position is based out of Brandon, MB. Salary and benefits to be commensurate with education and experience.

NetSet Communications
5 Granite Road
Brandon, Manitoba
R7A 7V2
careers@netset1.ca

NetSet Communications is one of Canada's largest Wireless Broadband private Internet Service Providers, well known for professionalism, integrity, and great service.

By joining us, you will become part of a fast pace and dedicated team that works together to provide our clients with the highest possible level of service.

As a member of the team we would ask for your commitment to deliver outstanding quality and results that exceed client expectations. In return, we are committed to providing you with every opportunity to learn and grow to the highest level of your ability and potential.